

The Difference

PALM LAKE CARE BEACHMERE APRIL - MAY 2024



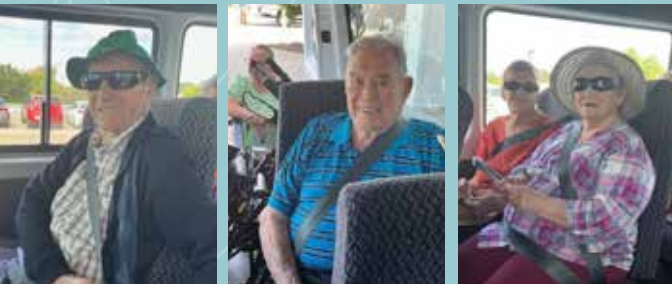
We recently enjoyed a wonderful excursion to Bli Bli Barra Fishing Park.

We all jumped on the bus with excitement and anticipation of catching the biggest fish! We were looked after extremely well by the Fishing Park staff - they even opened a gate closer to the fish park so the walk was not so long and they gave us ticket discounts and bonus bait and tackle for the fishing rods.

Our team assisted residents with baiting their hooks and casting their rods. The first bite was on Janet's line but it got away after a small battle. Then we had another hook up with Kathleen - not a huge catch, but a catch nonetheless. Kathleen had assistance with winding in her barra courtesy of our wonderful team member, Neil. Helen was next with one on the line. Neil came to her aid as well and Helen had her prize Barra! She gave it a kiss and threw it back into the pond. Rick got some good bites but unfortunately, they both got away with a free meal from Rick.

After a picnic lunch, the residents were happy to sit and relax, so it was our team's turn to cast a few lines. The catch of the day was reeled in (pictured above) and that is when we decided it was time to head home. We made some wonderful memories - and had a ball!

Hook, line and sinker



Meet our Palm Lake people

Get to know a Palm Lake Care neighbour and a team member, as well

Embracing shared spaces

All your questions about community living are answered inside



Here, you are welcome



**Palm Lake Care Beachmere
Service Manager,
Ram Korla**

With flu season approaching, we want to remind all residents about the importance of getting vaccinated. The flu can be a serious illness, especially for older adults. Vaccination is the best way to protect yourself and others.

We are excited to announce some new resident engagement opportunities:

• **Resident Advisory Board Meetings:** These new meetings will commence in May and be held six-monthly. This meeting will offer a platform for residents to provide feedback and suggestions on various aspects of community life.

• **Resident Meetings and Food Focus Meetings:** These will continue to be held every month, providing a chance to connect with Team Leaders and discuss important topics. Families are always welcome to attend. Dates are on Page 3.

As a reminder, please leave any new clothes you wish to be labelled at Reception for our team to assist. Also, for everyone's safety, residents are encouraged to sign in and out at the Reception desk whenever they leave or return to the building. We look forward to seeing you at our upcoming events!



**Palm Lake Care
Chief Operating Officer,
Trish Heke**

We've all just enjoyed Easter - a time of renewal and reflection that allowed us to gather with loved ones, share stories and perhaps indulge in the pleasure of chocolate in its myriad forms or a simple beverage with a loved one. Easter beautifully mirrored the constant evolution we witness within our care community. On that topic, I am thrilled to discuss the new aged care standards that, while on hold currently, are on the horizon along with the new aged care act. With the same confidence one might have in a well-tailored vest, I am buoyant about our ability to adopt and implement these changes. Our organisation is rooted in a culture of excellence and our team - the heart of Palm Lake Care - is unmatched in its dedication and ability to bring about positive transformations for the benefit of our residents.

This period of adaptation and learning, though challenging, is a testament to our commitment to growth and improvement. I am wholeheartedly focused on nurturing our team members, enhancing their strengths and fostering their talents. It is a journey of continuous learning, where each step forward is taken with the intention of enriching the lives of those we care for.

Investing in our team's development is more than just a strategy; it reflects our ethos. By embedding Palm Lake Care values in everything we do, we ensure a seamless transition through changes, benefiting everyone involved - our staff, our residents and their families.

As we navigate these changes together, let us remember that it is not just about meeting new standards, but about elevating the quality of care and life for our residents. With a sense of purpose and a shared vision, there is no challenge too great for our Palm Lake Care family. Thank you for your unwavering support and commitment. Let us continue to embrace change with open hearts and a sense of humor, knowing that, just like the seasons, change brings growth, beauty and new beginnings.

Palm Lake Care Beachmere

Looking for more information
about Palm Lake Care Beachmere?
Here's where you can find us:

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

GET SOCIAL:
Follow us on Facebook
and on Instagram
(@palm.lake.care)

Key local personnel

Service Manager: Ram Korla
beachmerecaresm@palllake.com.au
Admin: Uzma Naved and Janiece Crowe
Customer Experience Officer:
Tracey Cognetta
Acting Clinical Manager: Marie Gorey
Acting Clinical Nurse: Donna Elphick
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



News briefs

Meeting dates to diarise

Communication is at the heart of all that we do. We engage, listen and respond, which is why we'd love to have you join us at our regular Residents' Meetings. Here are the next few meeting dates:

- May 8
- June 12
- July 10

No RSVP is required. We look forward to seeing you!



Fun shirt Fridays

We've started a new staff tradition at Palm Lake Care Beachmere: Fun Shirt Fridays! This has quickly become a talking point each week with residents wondering what shirts our team members will wear next! The fun has even infiltrated our residents who are starting to wear their own fun shirts on Fridays. We encourage everyone to get onboard and share in the fun with us!



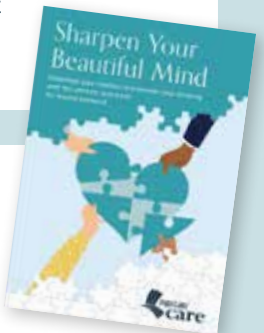
**Palm Lake Care Beachmere
Clinical Manager,
Richa Timilsina**

We're already finished with the first quarter of 2024 - time flies! We hope you've all had a wonderful start. This quarter, we're excited to offer a variety of events to keep you healthy and informed.

Flu season is here! Protect yourself from the flu this season by getting vaccinated. Getting your flu shot now can significantly reduce the severity of symptoms and prevent complications. Talk to your GP about getting your flu vaccine today.

Covid-19 boosters: Palm Lake Care Beachmere will be hosting a vaccination clinic to provide Covid-19 booster shots. We'll share details on booking appointments soon. Stay tuned for that information.

Vision Care: An optometrist and optical dispenser will be visiting Palm Lake Care Beachmere on April 20. Please see your RN if you have any concerns or wish to schedule an appointment with the optometrist.



Activity booklets have arrived!

We're thrilled to announce the arrival of our Palm Lake Care Resident Activity Booklets - a special initiative led by our COO, Trish Heke, and generously sponsored by TENA. These 32-page booklets are filled with engaging activities designed to stimulate the mind and offer enriching entertainment for our residents. Available now, we encourage residents interested in a bit of extra engagement to get their copy. This project reflects our commitment to enhancing the quality of life for everyone in our community, and we're eager to hear your feedback for future editions. Don't miss out on this wonderful opportunity to add some joy and mental stimulation to your day!



Pictured above: We had a lot of rain here in Beachmere recently - so much so that the local school was closed early one day. Staff were given permission to bring the children into our community to assist our Lifestyle Team with activities and interact with our residents. The group chose to play tenpin bowling. The day was so unexpectedly wonderful and positive. The residents laughed and spoke with such excited voices. The children encouraged the residents along, giving shouts of joy and clapping their hands when the pins got knocked down. The children also had a game of tunnel ball where the residents returned the favour of cheering them on. The day might have been wet and gloomy outside, but inside was nothing but love, warmth and fun!



Pictured above: Feedback was given to our Lifestyle Team that the residents wanted more opportunities to meet their neighbours in social settings. "Blossoms of Beachy" and "Knights of Beachmere" was the result. The purpose of these groups is for our ladies and gents to meet new people and potentially talk with others who they wouldn't normally see or talk to. Our ladies kicked off with a high tea in the café, looking out over the water. The men decided to play pool. These group events were a big hit and since the first one, our ladies have also had come together in a 'Book Club' style reading group and the men have joined forces to chat while revarnishing some of our deck furniture.

Around the grounds



Pictured left and below: This year, with St Patrick's day on a weekend, we were able to more games in due to having a bit of extra time. Firstly, we played 'Fly swat tennis'. It's a game played by hitting a balloon to each other using a fly swat. This game is always a favourite among the residents who enjoyed a pile of laughs and fun, as the Irish do! Following that, we played Irish bowling. Traditional Irish potato bowling is played with a swede as the kitty and potatoes as the bowls. The swede was a bit small and hard to see, so out came the pin and a sparkly green hat for visibility, and away the game went! Potatoes are not a completely round shape, so it was fun seeing where they landed and watching the funny ways they rolled.



Pictured above: We hired a wonderful Roy Orbison lookalike entertainer to come and sing some songs for us recently. The residents were all singing and tapping their feet to the music. 'Roy' asked us for requests and played them all - he also went through the songs as a timeline of Roy Orbison's career. It was interesting to hear the stories that residents told when different songs were played. The day was not just about singing but also reminiscing days gone by. The entertainer was a big hit and all who were in attendance really enjoyed it, smiling wide smiles by the end of the performance.





Community living

Living in an aged caring community like Palm Lake Care offers many great benefits. Here are some commonly asked questions, and their answers, to help you embrace this style of shared-space living.

How to make the most of living in a Palm Lake Care aged care community? It offers a unique blend of independence and support. Residents can enjoy their own private space, with the added benefit of shared spaces and a community atmosphere. It is about finding the perfect balance between privacy and social interaction, with the safety net of professional care available whenever needed.

What are the benefits of shared spaces in an aged care community? There are numerous benefits:

- Social interaction: Shared areas provide opportunities for residents to meet, mingle, and form meaningful relationships, combating loneliness and promoting a sense of belonging.
- Activities and events: These spaces host various activities and events, catering to diverse interests and encouraging active participation in community life.
- Access to amenities: Communal areas often include amenities such as libraries, gardens, cafes, and fitness centers, enriching residents' daily lives and providing convenience.
- Support and safety: The communal nature of these spaces ensures that help is always nearby, whether from staff or fellow residents, fostering a secure environment.

What challenges might residents face in shared spaces, and how does Palm Lake Care address them? While shared spaces offer many advantages, there can be challenges, such as privacy concerns or navigating social

dynamics. Palm Lake Care addresses these challenges by:

- Designing for privacy: Spaces are thoughtfully designed to ensure residents can have privacy when they desire, with quiet areas and private nooks.
- Encouraging respectful interactions: The community promotes a culture of respect and kindness, ensuring all residents feel comfortable and valued in shared spaces.
- Personalised care: Recognising that each resident is unique, staff provide personalised care and support, adapting to individual needs and preferences.
- Community guidelines: Clear community guidelines help maintain a harmonious environment, ensuring shared spaces are enjoyed by all.

How can residents make the most out of living in a community with shared spaces? To fully embrace community living, residents are encouraged to:

- Engage in activities: Participating in scheduled activities is a wonderful way to meet people and find new hobbies.
- Share your space: Being open to sharing and respecting shared spaces can lead to rewarding interactions and friendships.
- Communicate openly: Expressing needs and concerns to staff ensures that living in a community remains a positive experience.
- Embrace community living: Seeing the community as an extended family fosters a sense of belonging and support.

Living in an aged caring community like Palm Lake Care, with its shared spaces and community atmosphere, offers a blend of independence, support, and social interaction, designed to enrich the lives of its residents. By embracing the community and its shared spaces, residents can enjoy a fulfilling, secure and vibrant lifestyle.

Documentation is key

At Palm Lake Care, the well-being and satisfaction of our residents are the foundations upon which we build every aspect of our care. This dedication is mirrored in our commitment to thorough and precise documentation - an essential tool that ensures seamless communication and collaboration among all individuals involved in providing care. Our extensive network, comprising doctors, allied health professionals, nurses, carers, and even our catering team, relies on accurate and detailed documentation to tailor our services to the unique needs of each resident.

Why documentation matters
Documentation serves as the cornerstone of our care strategy, enabling us to maintain a high standard of personalised care. It provides a comprehensive view of each resident's health journey, capturing everything from medical histories and treatment plans to dietary preferences and daily activities. This meticulous approach to record-keeping ensures that every member of our team, regardless of their role, has the information they need to make informed decisions that enhance the well-being of our residents.

Your voice, your care
At the heart of our documentation process is you — our residents and their families. Your insights, preferences and feedback are invaluable to us. We encourage you to be an active participant in the care process, to ask questions, express your needs and share your concerns. By speaking up, you help us customise our care to suit your preferences, ensuring that your experience at Palm Lake Care is not only comfortable but truly enriching.

Collaboration for comprehensive care
Our emphasis on thorough documentation facilitates a collaborative environment where every team member is empowered to contribute to the holistic care of our residents. From doctors formulating precise treatment plans to our catering team preparing meals that cater to specific dietary needs, documentation ensures that every aspect of resident care is informed, intentional and integrated.

A promise of quality
To our residents and their families, the commitment to detailed documentation reflects our broader promise: to provide care that is not only comprehensive and coordinated but also compassionate. We believe that by fostering open lines of communication and encouraging collaboration, we can create a community that truly feels like home.

Join us in this journey
We invite you to join us in this journey of care and communication. Your active participation, combined with our dedication to detailed documentation, sets the stage for a care experience that is tailored, transparent and transformative. At Palm Lake Care, your health, happiness and well-being are at the heart of everything we do. Together, let us ensure that every day is filled with moments of joy, comfort and fulfillment.

In closing, remember that your voice matters. By working together, we can ensure that Palm Lake Care remains a place where every resident feels understood, appreciated and well-cared for.



Pictured left: Every few weeks, we host an afternoon of pampering for our residents. They get their nails trimmed, filed and painted if they like - and, of course, there is loads of conversations enjoyed. This is a very popular activity among all residents and inclusive of everyone. Most recently, we hosted a special ladies' nail salon experience. The ladies enjoyed all of the normal nail pampering as well as a hand massage and moisturising treatment. At the end of the afternoon, everyone looked beautiful and left feeling relaxed.

Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Trish Heke

Operations Support Lead:

Eleanor Morgan (south)

Libby Hema (north)

Clinical Governance Manager:

Melissa Ostrouhoff

Support Services Manager:

Steve Wheeler

Customer Experience Manager:

Blake Johnston

We love your feedback!

We highly value all types of resident and family feedback - it enables us to continually improve our already high standards. There are so many ways you can provide feedback but the easiest way is to complete a feedback form. Blank forms are available from our Reception desk and, once complete, can be submitted in the Feedback Box, also found at Reception. Our Service Managers are also available to chat at any time. Their door is always open.

What should I do in an emergency?

FIRE: Spotted a fire? Let a staff member know and press the alarm, if I can.

EXITS: I need to remember my closest way out. Leave things behind and get out quickly.

CRISIS: If something else happens, I'll stay calm. I'll help my neighbours if it's safe to.

PREPARE: I'll remind myself of safe places and the best way to leave, if needed.

Note to self: If I'm unsure, I'll ask a staff member.

Volunteers are the best people

We are always on the lookout for volunteers to stop by and support our community. You might like to help our Lifestyle Team facilitate their regular group activities? Or you might like to spend some one-on-one time with our lovely residents? Many love to share a cuppa and a chat! Maybe you have a specific skill you can share? If you'd like to volunteer in our community, and enjoy the reward that comes with it, simply contact our team via the details on Page 2. You can also go to our website and click on "Join us".

Care is a noble profession

If you've been looking for a career that is meaningful and rewarding, maybe aged care is for you? We have an ever-changing list of vacancies across a variety of positions, from housekeeping and admin to carers and grounds staff. To find out what vacancies are currently available in each of our Palm Lake Care locations, go to our website and click on "Join us". We look forward to welcoming you to our team.

Your meals, your choice

At Palm Lake Care, your choices shape our menu. Our dedicated chefs create meals that not only nourish but also cater to your tastes. Through our Food Focus Group meetings, your feedback directly influences our culinary direction. We value your voice, ensuring that your dining experience is truly tailored to our residents' preferences. Share your thoughts and savour the difference!